



AT&T  
P.O. Box 430  
Bedminster, NJ 07921-0430  
1-800-683-8184

April 2, 2007

Mr./Mrs./Ms. Customer  
1234 Address  
Anywhere USA 00000

Dear Customer Name,

**YOUR LOCAL TELEPHONE SERVICE WILL BE TRANSFERRED TO THE NEW AT&T CALIFORNIA UNLESS YOU CHOOSE A DIFFERENT LOCAL TELEPHONE SERVICE PROVIDER BY THE FOLLOWING CUT OFF DATE: May 6, 2007**

We want to update you on some important changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, and subject to approval by the California Public Utilities Commission (CPUC), the pre-merger AT&T company that has been providing your local telephone service (AT&T Communications of California, Inc.) will cease providing local telephone services for residential customers in your service area effective May 6, 2007. Instead, in an effort to integrate the services of the merged companies and pass the full benefits of this union on to our customers, the provision of your local service will be transferred to AT&T California, one of the new post-merger AT&T family of companies, unless you select another carrier to provide your local telephone service.

If you do not want your local service to be provided by AT&T California, you must select a new local telephone service provider on or before May 6, 2007. If you do nothing, AT&T California will automatically become your local telephone service provider. If you wait until after May 6 2007 to select a different provider, your choice can only be put into effect after the change to AT&T California and, therefore, may be delayed. You will not incur any charges for the transfer of your local telephone service from the pre-merger AT&T company to AT&T California. However, if you select a different provider, you may incur additional charges.

In the transfer of service to AT&T California, all efforts will be made so your local telephone number will remain the same and your existing local service and calling features transferred. However, if you currently subscribe to a local calling plan with the pre-merger AT&T company, AT&T California may be unable to provide you with the same local calling plan when your service is transferred because the two companies do not offer identical calling plans. As such, your calling features, services, and rate plan may differ from what you currently receive.

Please be aware that you are responsible for paying all bills rendered to you by the pre-merger AT&T company during this transition. You may be subject to suspension or termination of your phone service in accordance with CPUC rules if you fail to pay your telephone bill.

This transition means you have three options to consider:

- **Call AT&T California and select a new local service plan** – Take this opportunity to contact an AT&T California customer care representative who stands ready to answer your questions, assess your current calling needs, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-800-683-8184 by May 6, 2007. There are no costs associated with changing your local provider from the pre-merger AT&T company to AT&T California.

For your convenience, we have enclosed a list of current AT&T California services, applicable rates, terms and conditions. We also invite you to visit our website, [att.com](http://att.com), to view available products and services in your area.

- **You have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with information about its services and charges. It can also tell you if there will be any charges associated with moving to its service. A listing of available local telephone service providers may be found in your AT&T White Pages Directory. If you want to select another service provider, your action is required before May 6, 2007 to avoid the automatic transfer of your telephone service to AT&T California. If you no longer want any local telephone service, please contact the pre-merger AT&T company at the telephone number listed on the front of your monthly AT&T bill to disconnect service.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T California** – If you take no action by May 6, 2007 we will transfer your service automatically to AT&T California during a transition period from May 14 through May 29, 2007. We will transfer you to an AT&T California service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, after the transfer, your monthly recurring charges will be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special temporary service discount so that you do not immediately see an increase over what you pay now. This special discount will end on December 31, 2007. You will receive 30 days notice before the discontinuation of such discounts. The AT&T California service plan to which you are transferred may also include features or services not included in your current service plan. Once you receive your bill, if you have any questions, just contact us at the number provided on the bill.

**Additional information if you are automatically transferred to, or choose, AT&T California:**

- **Long Distance Service**

If you select a new local service provider, you should contact your current long distance provider to determine whether your current long distance calling plan will change as a result of your change in local service provider. If you do not contact your long distance provider, your long distance provider may charge you its basic rates (non-calling plan rates) for long distance calls.

- **Billing, Payments and Refunds**

Once your service has been transitioned **to AT&T California or another carrier**, you will receive a final bill from the pre-merger AT&T company that previously provided your local service. Failure to pay this final telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local and/or long distance service with the pre-merger AT&T company, you will receive a refund of any such deposit(s), including applicable interest, minus any amount due on your account when your service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

- **AT&T long distance customers**

**As an AT&T California local customer who retains AT&T long distance service**, if you do not call to select a new long distance plan before your cutoff date, you will be enrolled automatically in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T California. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T California as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T California. You will need to contact AT&T California toll free at 1-800-683-8184 if you would like to re-establish a freeze/block for your account after the transfer of your service.

- **Reprogramming of calling features**

Once your local service has been transferred to AT&T California, you will need to reprogram any calling features you may have on your account, such as Call Forwarding and Speed Dialing. We will be happy to help you with this.

- **Update banking/bill payment information**

If you currently pay your local telephone bill using an on-line bill pay service or credit card, you will need to update your records to reflect your new AT&T California account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T California bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T California once your service is transferred.

- **Update other service providers**

If you have other services not provided by AT&T Communications of California, Inc. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

- **Questions and additional information about your new service**

If you have any questions regarding your new service(s), contact AT&T California toll free at 1-800-683-8184 (7:00am – 9:00pm, Monday-Friday; 8:30– 5:00pm Saturday).

Once your service has been established with AT&T California, you will receive a welcome letter confirming your new products and services.

If at any time you have questions regarding this transition or any other outstanding concerns, or if you want to know how you can take advantage of AT&T California's new suite of products and services, we invite you to contact AT&T California toll free at 1-800-683-8184 (7:00am – 9:00pm Monday-Friday; 8:30 – 5:00pm Saturday). If you have questions regarding your final bill or your existing service, please contact the pre-merger AT&T Customer Care Center at 1-800-288-2747. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care  
AT&T Communications of California, Inc.

Customer Service  
AT&T California

Enclosure

## RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

### Rate Conditions

Monthly rates for telephone line charges in the state of California vary depending on the area in which you live. The California Public Utilities Commission has approved the Company's telephone line rates, which are listed in the Company's tariffs. All rates and charges are subject to change.

### Basic Line Services

AT&T California offers *Measured Rate* and *Flat Rate* Service. Rates do not include taxes, surcharges, or fees. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to one of the basic line services described below.

*Measured Rate* Service combines a low monthly rate with local usage charges. This service best serves customers who make very few outgoing local calls. Measured Rate Service is from \$5.70 to \$12.73 per month, depending on the service address. Outgoing calls are charged per-minute for local calls in excess of a \$3.00 monthly call allowance. Calls are charged according to time of day, day of week, mileage, and length of call. Monthly rate does not include charges for long distance, local toll, and ZUM 3 calling (where applicable).

*Flat Rate* Service provides you with unlimited local calling. For residential customers, the monthly rates range from \$10.69 to \$17.72, depending on the address. The monthly rate does not include charges for long distance, local toll, and ZUM 3 calling (where applicable).

California Lifeline Telephone Service is also available and provides monthly assistance for low income residential households. California Lifeline is available as either Measured Rate Service or Flat Rate Service and rates vary by area. For Measured Rate Lifeline Service, rates range from \$2.85 to \$6.36 per month, depending on the service address. This service provides for 60 un-timed local calls per month. Local calls over the 60 call allowance cost \$.08 (8 cents) each. Flat Rate Lifeline Service provides unlimited local calling and rates range from \$5.34 to \$8.86 per month, depending on the service address. These monthly rates do not include charges for long distance, local toll, and ZUM 3 calling (where applicable).

### Optional Services

In addition to the basic services described above, AT&T California offers optional calling services. These services are available on a stand-alone basis or in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. You can contact the AT&T California customer service center toll-free at 1-800-683-8184 or access our website at ATT.com for more information about optional calling services, package availability and prices.

### More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, a copy of which is provided to every new AT&T California customer. AT&T California rates, terms and conditions will apply as of the date your services are transferred to AT&T California if you do not select another local service provider by the cutoff date stated in the letter mailed with this notice. You will be notified by mail of any changes to these rates, terms and conditions.

# AT&T California

For your convenience, below is a chart that identifies the most common plans provided by your current local exchange carrier (AT&T Communications of California, Inc.) and the new AT&T California local service plan to which you will be automatically transferred if you do not select another local service provider before your cutoff date. Just find your current service plan and it will indicate the new AT&T California service plan to which you will be transferred.

### Package List, Pricing, and Features

Current Service Plan	Post Transfer Service Plan	Features and Components	Price
Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited 3 Features Plus AT&T One Rate® Local Plan AT&T One Rate® State Plan AT&T One Rate ® USA II Plan	Personal Choice(SM) Or  Personal Choice(SM) Plus Or  Standard Choice(SM) Or  Standard Choice(SM) Plus	Access Line with unlimited local calling plus uSelect(sm) 3: <b>Caller ID</b> plus two features  Access Line with unlimited local calling, uSelect(sm) 3 (see above), and Unified Messaging  Access Line with unlimited local calling plus uSelect(sm) Standard: 4 features <b>(excluding Caller ID)</b>  Access Line with unlimited local calling, uSelect(sm) Standard (see above) and Unified Messaging	\$23.00  \$32.95  \$21.95  \$32.95
AT&T One Rate ® Multi-Line Plan	2-Line Personal Choice(SM)	Access Line with unlimited local calling plus 2-Line uSelect(sm) 3: Caller ID plus two features + additional Access Line	\$33.00
AT&T Call Plan Deluxe Expanded Unlimited Plan Enhanced 2 Expanded Call Plan Deluxe(sm) Expanded Unlimited Plan 3 Enhanced 3 Expanded Unlimited (sm) Plan Plus AT&T One Rate® Advantage Plan AT&T One Rate ® Multi-Line Unlimited Plan AT&T One Rate ® USA Plan	Select Feature Package	Access Line with unlimited local calling plus up to 13 popular features like Caller ID, Call Waiting, Call Waiting ID, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Return, Call Screen, Repeat Dialing, Priority Ringing, Privacy Manager®, Call Return, Metro Plan(sm)	\$24.00

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T California Customer Service Center toll free at 1-800-683-8184. For a-la-carte or additional features, see tables below.

Feature	Price
Call Return (*69)	\$ 3.99
Call Return Pay-Per-Use	\$ 1.99
Call Forwarding	\$ 3.99
Call Screen	\$ 3.99
Caller ID	\$ 7.99
Call Waiting	\$ 3.99
Message Center*	\$ 8.95
Message Center Deluxe*	\$10.95
Unified Messaging* (Voice Mail)	\$11.95
WirePro®	\$ 3.99
Distinctive Ring	\$ 3.99
Priority Ringing	\$ 3.99

\* Voicemail products are provided by AT&T Messaging.

Feature	Price
Select Call Forwarding	\$ 3.99
Busy Call Forwarding	\$ 3.99
Delayed Call Forwarding	\$ 3.99
Remote Access to Call Fwd	\$ 0.95
PHONE-PROTECT®	\$ 4.99
Privacy Manager®	\$ 7.00
Anonymous Call Rejection	\$ 2.99
Repeat Dialing (*66)	\$ 3.99
Repeat Dialing Pay-Per-Use	\$ 1.99
Speed Calling 8	\$ 3.99
Three-Way Calling	\$ 3.99
Three-Way Calling Pay-Per-Use	\$ 1.99
Call Waiting ID	\$ 3.99

